**Job Title 3007 Customer Services and Admin Support Officer**

**Grade Scale 4**

**Job Description**

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| **Job Purpose** |
| As a member of the Development Management Customer Services and Administration team being the first point of contact for customers via telephone, face to face, email and online enquiries dealing with often complex queries regarding Planning and Building Control related enquiries and provide a range of administrative support for all services across the department |
| **Major Tasks** |
| * Provides an essential front line service both over the telephone and face to face dealing with often complex queries regarding Planning/Conservation and Building Control issues, and those provided by the Development Management Team. Therefore, an efficient and friendly helpdesk service must be provided. * Provided Face to Face reception service for all Prosperity and Investment teams based in Wellington Civic Offices, * Assist with all corporate enquiries presented at Business and Planning First Point, signposting where appropriate. * The post holder will create planning records, such as applications, and provisional enquiries. * On a daily basis the post holder will take messages from developers, applicants and   neighbours passing them to the Planning/Enforcement/Conservation / Building Control Officers   * Take cash , card and cheque payments following relevant procedures and processes, updating appropriate systems and completing any administration work associated with this function- * As part of the post holder’s career development, and to aid succession planning, the post holder will be required, from time to time, to undertake the duties of the Planning Validation Officer * Be aware of, comply and contribute to the development of policies and procedures, reporting all concerns to an appropriate person * Work a flexible working pattern that meets the requirements of the customer and the authority. * Work to performance indicators set, which will include Quality Monitoring. * Cover any of the business reception areas as and when required |
| **Contacts & Relationships** |
| * The post holder will be in constant contact with the borough’s customers including contractors, builders, solicitors, businesses, regulatory partners, voluntary/ third sector, other council employees and members of the public to gather and exchange information, inform and advise on legislative requirements regarding application registration providing advice and guidance * On a day to day basis, communicate and work with the Business Group Manager Area Planning Team Manager and the Technical Business Support Team Leader , Planning Validation officers and all Development Management teams. * The post holder may have occasional contact with Elected Members, which may involve assisting them with queries on behalf of their ward constituents. * Advising Internal contacts with members of the Business, Development, & Employment Service at all levels, answering queries from and giving basic advice SDM’s, Assistant Directors and potentially cabinet members in line with policies and procedures. |
| **Creativity** |
| * The post holder will have to deal with a wide range of external enquiries from a wide range of customers/ developers across the service area * Be able to communicate articulately require patience, understanding, technical knowledge good listening, and problem solving skills to establish the exact nature of the problem/enquiry so that the correct course of action can be implemented and relevant units informed. * The need to work on your own initiative within the framework of the role and the service. * Have the ability to work accurately, at times under pressure * Dealing with a number of priorities at once requiring good organisation and ability to work to deadlines. |
| **Decisions** |
| The post holder will make decisions / recommendations on:   * Deciding how to deal with a range of enquiries from customers and developers and when to refer them to a member of the Development Management Team * Decides what guidance to give to customers/developers while ensuring it is in accordance with relevant legislative guidance, regulations and codes of practice without reference to Team Manager * Decides what recommendations to make to members of the public on the procedures and methods to be adopted when submitting Planning applications. * Make recommendations for improvement to operational procedures where necessary |
| **Management & Supervision** |
| * The post holder has no responsibility for staff; however they may be required provide support and training for apprentices and work experience |
| **Supervision Received** |
| * The post holder is responsible to the Technical Business Support Team Leader. * The nature of the duties entail that there is a high degree of independence when dealing with telephone callers and personal callers in the first instance and directing these callers to the appropriate service or officer. The frequency and nature of telephone callers and personal callers determine the work programme but the post holder is not under constant supervision. * The post holder will work within the existing policies, procedures and guidelines, as set out by Development Management |
| **Complexity** |
| The post holder will:   * Have knowledge of a full range of services provided by Development Management in order to determine best place for queries to be resolved and to make links to other affected Units. * Have strong and natural customer care and communication skills in order to deal both efficiently and effectively with the diversity of customers that need to conduct business with the Council. * The post holder is required to possess a pleasant personality and professional demeanour * As the first point of contact between the authority and customers, a high customer focus is required to handle enquiries and complaints from customers’ developers and others. Diplomacy, good listening skills and the ability to understand and correctly interpret complex planning law (such as meaning of development, General Planning Development Order and its procedures) is required in order to assess whether submitted applications are suitable for registration. * Need to be multi-skilled and flexible to accommodate other duties within the daily routine and be able to deal with a range and volume of work quickly and accurately. Often moving between telephony duties, reception and admin support at short notice. * Manage and organise a wide range of office administration tasks requiring good computer and IT skills and * the ability to prioritise tasks with various internal and external colleagues |
| **Resources** |
| Editing of the Planning and Building Control ICT system. Ensuring that all B&P FP ICT equipment is secure in the public area at all times.  Direct handling of cash, cheque and invoice transactions, responsible for evacuation procedures for Business and Planning First Point.  Responsible for evacuation procedures for Business and Planning First Point and the testing of panic alarms  Deals with the processing of confidential commercially sensitive information relating to a wide range of pre application enquiries |
| **Impact** |
| The purpose of this role is to enable all customers, both internal and external, of the Development Management Team to receive regulatory advice and accessible routes to all of the staff based within the unit.  As managers of the Regulatory services email accounts, Officers are responsible for the dissemination of information within appropriate timescales, ensuring there are no undue delays to statutory processes.  Providing reception and advisory services in Business and Planning First Point enables all customers contact with any team based in the building and signposting to other corporate services.  Customers are able to make payments by cash, cheque or invoice. Promoting ease of payment and maximising opportunity for revenue to be collected.  It highlights opportunities for teams to promote the use of their services and generate income.  The delivery of this service means that customers have access to regulatory services, consequently reducing the opportunity for potential breaches of planning regulations, Building Regulations health and safety issues not being reported, and increasing the opportunity for the promotion of council services and income generation. |
| **Physical Demands** |
| The level of physical demands would be that expected of a typical desk based job, such as carrying laptop and/or files to meetings and setting up for meetings/training events. There may be the occasional demand for more than this. However, this would not be a typical or significant part of the job. |
| **Working Environment** |
| In the main this post works in the environmental equivalent to working in an office in terms of heat, ventilation and lighting. There may be occasional exposure to conditions such as would be found outside; for example travelling for meetings and training. |
| **Emotional Context** |
| The emotional strain or distress this role is expected to face would be limited however there may be times when the post has contact with information that may be upsetting. However, this would be incidental and it would not be a formal part of the job to deal with this information.  Officer may encounter aggressive or upset customers from time to time whilst delivering First Point services. |
| **Other** |
| The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.  The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.  The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations. |

**Person Specification**

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| **Criteria** | **Standard** |
| **Qualifications** | * NVQ level 2 Business Administration or equivalent |
| **Experience** | * Proven experience to demonstrate a sound understanding and knowledge of up to date planning legislation and its practical application * Proven experience of working in a regulatory background is desirable * Experience of communicating and corresponding with a wide range of customers |
| **Knowledge** | * Sound working knowledge of planning law, including local, regional and national priorities and developments * Requires good levels of literacy * Numeracy * Information sharing and data protection * Data bases, Microsoft office, outlook, word, excel, power point etc |
| **Skills** | * Ability to deal with customers in a professional, courteous and unbiased manner, to provide a high quality customer service. * Excellent communication skills: both oral and written, to be able to explain service policy and procedures and communicate decisions/requirements effectively to customers. * Ability to learn and interpret legislation and procedures. * Ability to work under pressure and meet or exceed personal and team targets and deadlines, and be flexible in responding to changing circumstances. * Ability to manage and priorities own workload, to achieve personal or team targets. * Ability to work and make decisions, within prescribed procedures, with the minimum supervision. * The post holder must have good IT and keyboard skills * Effective communication with the team and contacts across Development Business & Housing service * Able to provide accurate and timely administrative support in accordance with policies and procedures |
| **Personal style & behaviours** | * As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages. * Ability to provide a professional service to the customer, recognising their individual needs and circumstances. * A flexible and adaptable approach to work and be able to deal with a number of issues simultaneously, responding to operational needs to deliver a high level of customer satisfaction. * An organised, systematic approach to work to achieve targets * Be assertive, tolerant and able to work under pressure. * Must show commitment to customer care * Willing to abide by the Council’s Equal Opportunities Policy as an employee of the Council and to promote non-discriminatory practices in all aspects of work undertaken * Willing to take personal responsibility under and abide by the Council’s Health and Safety Policy |
| **Fluency Duty**  Where the post has been identified as “customer facing” under the requirements of the fluency duty please complete | The ability to converse at ease with customers and provide advice in accurate English is essential for the post .  This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.  This post has been assessed as requiring C1 level under the Common European Framework of Reference for Language (CEFR). |

Where the post has been identified as “customer facing” under the requirements of the fluency duty, please insert the paragraph below:

This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.

This post has been assessed as requiring XXX level under the Common European Framework of Reference for Language (CEFR).

More information is available at:

<http://ecouncil/Fluency/Pages/default.aspx>

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| **Type of criminal records checks required for this post** | **Ticked as required** |
| None | x |
| Basic Disclosure |  |
| Standard Disclosure |  |
| Enhanced Disclosure |  |
| Working with Adults - Regulated Activity |  |
| Working with Children - Regulated Activity |  |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>